



# Staff Grievance Procedure

March 2014

*Our centre is committed to ensuring that all staff can raise a concern or complaint, with confidence that it will be heard and responded to in an appropriate and timely fashion.*

## Rationale

The Ardtornish Children's Centre staff grievance procedure for dealing with issues and concerns.

This procedure aims to support staff to deal with issues and concerns in an easy and efficient way.

A grievance occurs when a staff member believes he/she has been unfairly treated by another person at the centre, or by a management decision, and wishes to take some action to remedy the situation.

We believe staff have the right to feel safe and confident in bringing grievances to light.

## What you will receive

- High priority in resolving the issue or concern.
- Confidentiality.
- The right to a union representative, or support person, at any stage of the process.
- Timely follow up after resolution of grievance.

## As a centre we will

- Help the rights and responsibilities of all parties to be considered in attempting to find a mutually acceptable outcome.
- Consider relevant legislation, DECD policy and guidelines.
- Make sure information on the grievance procedure and who to contact is visible to staff.
- Ensure your grievance and the outcome is correctly documented.
- Avoid staff members being disadvantaged because they decided to pursue a grievance.
- Review our procedure every 2 years.

## Outcome

Resolution of issues and concerns in a professional and ethical manner taking into account principles of Natural Justice and Equal Opportunity.

## DECD Contact

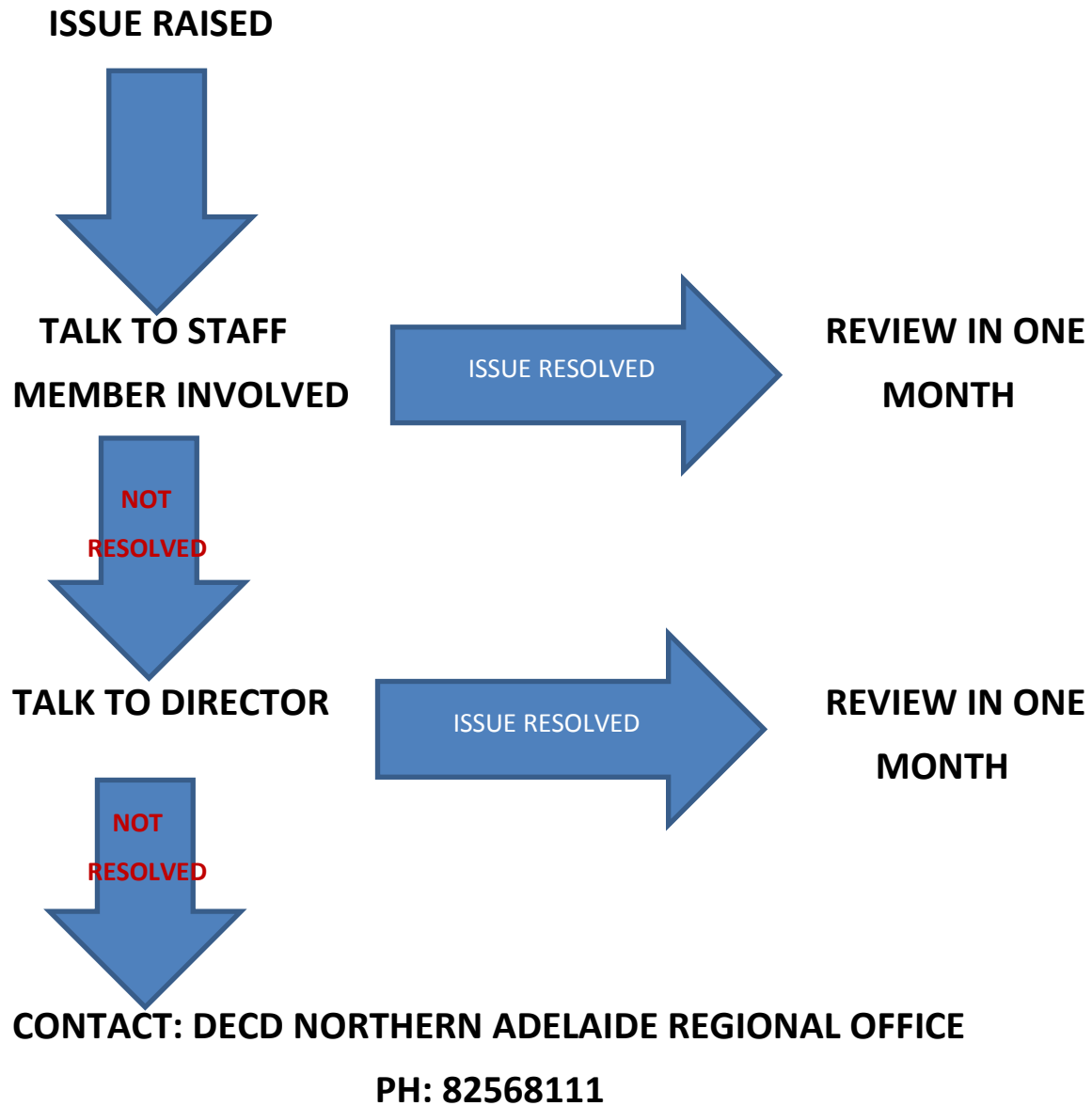
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<http://www.decs.sa.gov.au/northernadelaide>

Next review	Last revision description
February 2016	New policy

# ARDTORNISH CHILDREN'S CENTRE

## STAFF GRIEVANCE PROCEDURE FOR DEALING WITH ISSUES AND CONCERNS



Next review	Last revision description
February 2016	New policy